

Office of Science (SC) Customer Information Advisory Group (CIAG)
Meeting Summary
March 5, 2003

Agenda

- Electronic Proposal Discussion (CIAG/Alleva)
- Previous Action Items (Griffin)
- Support Center Items (Griffin/Baker)
- Status on DOE Chief Information Officer (CIO) Consolidation (Griffin)
- Review of Service Level Descriptions (Griffin)

Action Items

Previous Action Times	Status
Prepare comparison information on desktide response time in Forrestal and Germantown. (T. Griffin)	Complete
Invite John Alleva to the next CIAG meeting to discuss electronic proposal issues. (T. Griffin)	Complete (agenda item for today.)

New Actions from the March 5 Meeting	Assigned To
No new actions.	

Electronic Proposal Discussion (J. Alleva/CIAG)

John Alleva gave a status report on electronic proposals. Discussion included the following.

- As of February 1, 2003, proposals are only accepted electronically.
- Within 18 months, the goal is to have all proposals received and awarded electronically. This is part of the President's management agenda on eGrants. In addition, proposals will be received through one location (<http://www.fedbizopps.gov/>) and filtered to the appropriate Agency. This streamlines the certification process.
- As of June 1, 2003, all Federal financial assistance will be published to <http://www.fedbizopps.gov/>. Receiving proposals through this site is in the pilot state. The Assistant Secretary for Energy Efficiency and Renewable Energy (EE) is participating in the pilot for the Department of Energy.
- There is no charge to Government Agencies for the setup of the centralized portal; however, SC must automate the Chicago Operation Office and other internal processes. The Oakland Operations Office is closing within 20 months and this increases the workload for Chicago.
- Mr. Alleva has been given funds by Dr. Orbach to streamline the interface between IMSC and the Industry Interactive Procurement System (IIPS). Funding constraints have limited the interface in the past.
- There should be a mechanism to transfer the IMSC number to all files associated with a proposal application.
- Marv Stodolsky would like to have a team that looks at all proposal applications thoroughly to ensure issues are not overlooked. If a program organization has a software development project there should be a point of contact in SCSC to ensure the effort is compatible with other applications.

- Streamlining Departmental Grants Process (SDGP) is in progress.
- Programs may want to limit their reliance on the Oak Ridge Institute of Science and Education (ORISE).

Support Center Items (B. Baker)

The Exchange user list was reviewed with no actions. Baker provided the following information in response to a CIAG member query on support services.

	Forrestal	Germantown
Desktop Response Time (once the incident leaves the phone analyst)	30 minutes	2 ½ - 3 hours
Support Staff Per End User	30 users per 1 support staff.	250 users per 1 support staff.

The OCIO conducted a mandatory vulnerability scan on Saturday, March 1, which caused an outage of about four hours for SC systems. The scan tested intrusion detection and possible security weaknesses.

Gene Hughes provided an update on the remote access project, which replaces the current dialup system with secure web-based access. Users can access network files anywhere there is Internet connectivity. The project is in the final stages of testing and will begin a phased rollout the week of March 10. The new solution includes access to network drives and full access to Outlook. The target date for current users to begin using the new solution is March 15, when the current phone access linkup (PAL) mechanism is cut off by the DOE Chief Information Officer (CIO). CIAG members who would like to be on the list for first access to the new remote access should contact Gene Hughes. Information and instructions will be distributed to all SC users once it is determined that the new solution is working properly. Loaner pool items are also being upgraded.

Status on CIO Consolidation/Other Issues (T. Griffin)

There have been many external issues during the past months that have drawn SC-41 time and attention away from the core mission of providing services. Many of these issues have been resolved, and SC-41 Federal staff is now holding weekly meetings to identify any areas that need to be addressed.

The Extended Common Integrated Technology Environment (eXCITE) project, which is underway under the direction of the DOE CIO, is the only external issue not yet resolved. The eXCITE comparison of services information will be provided to Dr. Orbach in March, who will then meet with the DOE CIO, Karen Evans. SC would like to be granted a waiver from the consolidation through fiscal year 2004.

Other issues and their resolution included the following.

- SC-CIO position – This position has been pulled back pending the outcome of OneSC.
- Budget – EWM 1.2 will continue as planned.
- SC-41 Federal Staff – Down to 6 positions since Dick Yockman's retirement; meetings have been held to identify issues and responsibilities.
- A-76 – At one point it was believed that outsourcing would be accelerated; however, the A-76 report is not due until FY 2005
- OneSC – On hold pending funding.

Proposed March 12 Meeting Agenda

- Previous Action Items (Rice)
- Support Center Items (Griffin/Baker)
- Update on OCIO Consolidation (Griffin)
- Remote Access Update (Baker)
- Review of Service Level Descriptions (Griffin)

Meeting Attendees

Name		Organization	Contact Information
Dilworth–Chair	Greg	SC-14	3-2873
Albaugh	Brenda	SC-41	3-6578
Alleva	John	SC-64	3-5212
Baker	Brent	SC-41	3-2345
Beall	Jeanne	SC-41	3-4587
Black	Lisa	SC-41	3-1310
Burris	Peggy	SC-5	202-586-7265
Buswell	Steve	SC-7	6-9741
Cambell	Kevin	SC-41	3-5313
Centeno	Kathi	SC-41	3-5472
Farrand	Sue	SC-41	3-1884
Flynn	Kelly	SC-41	3-3193
Forsythe	Todd	SC-41	3-6409
Griffin	Ted	SC-41	3-4602
Heneghan	John	SC-41	3-1888
Hiegel	Jane	SC-31	3-5800
Hughes	Gene	SC-41	3-5409
Jones	Michele	SC-41	3-1891
Miller	Caryle	SC-82	3-8434
Nunez-Mattocks	Aracely	SC-62	
Stodolsky	Marvin	SC-72	3-4475